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Bib Data Sheet

<b>SERIAL NUMBER</b> 09/604,199	<b>FILING DATE</b> 06/27/2000 <b>RULE</b> -	<b>CLASS</b> 707	<b>GROUP ART UNIT</b> 2171	<b>ATTORNEY DOCKET NO.</b> 002950.P053	
<b>APPLICANTS</b> Robert H. Joyce, San Jose, CA ; Munisekaran Madhhipatla, Santa Clara, CA ; Allan Michael Moore, North Vancouver, BC CANADA; Rick A. Perotti, Morgan Hill, CA ;					
<b>** CONTINUING DATA *****</b>					
<b>** FOREIGN APPLICATIONS *****</b>					
<b>IF REQUIRED, FOREIGN FILING LICENSE</b> <b>GRANTED ** 10/10/2000</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged <u>Examiner's Signature</u> <u>Initials</u>		<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 6	<b>TOTAL CLAIMS</b> 52	<b>INDEPENDENT CLAIMS</b> 3
<b>ADDRESS</b> Blakely Sokoloff Taylor & Zafman LLP 12400 Wilshire Blvd Seventh Floor Los Angeles, CA 90025					
<b>TITLE</b> System and method for automated and customizable agent availability and task assignment management					
<b>FILING FEE RECEIVED</b> 1266	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		